

Enterprise File Transfer Protocol (eFTP) Server Operational Processes

Purpose

This document outlines the processes that will be used to provide operational support for the eFTP (Enterprise File Transfer Protocol) system.

As far as possible, existing processes and tools will be used to support the system. This document outlines those and provides additional information in the context of the eFTP system.

Nothing in this document will supersede or circumvent established policies and procedures.

Overview

The eFTP system was originally proposed by the Geographic Information Systems Community of Interest (GIS COI) to provide a platform to easily transfer files to and from participating agencies inside and outside of the County. Subsequently, scope of the system users was expanded to potentially include all interested County departments, whether or not they are members of the GIS COI.

The project was approved for implementation by the Information Technology Executive Steering Committee (IT-ESC) on August 6, 2010.

Following evaluation and prototyping of candidate systems, the project team selected the FileZilla FTP Server as the preferred system. The project team recommends use of the corresponding FileZilla FTP client. Both FileZilla products are open source and are distributed under a GNU General Public License.

System Support

The eFTP system will be supported in a hybrid fashion, similar to other enterprise systems. First line support for authorized end-users will be via the Department Automation Specialist (DAS) community.

If the DAS is unable to resolve the issue they will contact the IT Technical Support team for assistance. All calls will be logged and tracked using the c.Support trouble ticketing system.

In the event that IT Technical Support cannot resolve an issue, the cSupport ticket will be escalated to the IT Server Team for final resolution. Calls requiring resolution of issues related to user account security or system security will be escalated to County Security for action.

Technical information and support documentation is available on the IT Wiki at http://wiki/index.php/Main_Page. End-user documentation is available on the County Internet at <http://www.slocounty.ca.gov/ftp> (County Intranet access required).

NOTE: Providing external user assistance is the responsibility of the DAS providing support for the sponsoring department of the external user. To ensure proper security, the IT Technical Support team will not provide assistance to external users.

Hours of Support

Information Technology support for the eFTP system will be provided during the standard Technical Support hours. These hours are currently Monday through Friday: 7:30 a.m. to 5:00 p.m. (excluding County Holidays). The latest current support levels are always published on the county MySLO Intranet site at <http://myslo.intra/IT/TechSupport.htm> (County Intranet access required).

User Administration

There are two classes of supported users for the eFTP system – internal County employees, and users external to the County.

All requests for system access and account changes will use the existing governance processes via relevant departmental security administrators and the managers of the end-user personnel.

Internal County Users

Requests for new eFTP accounts, or account changes and deletions will be made using the E-Form system in Lotus Notes via the relevant form (Add, Change, Name Change, or Delete). Changes will be made to these e-Forms adding the eFTP system as a choice prior to the system going live. When submitting the E-Form, note in the comments section whether the user will be given access to the relevant departmental directories, the GIS directories, or both.

Note: Per existing policies, E-Form requests will only be accepted from department heads, security administrators, or their alternates.

These requests will be vetted and fulfilled by County Security.

External County Users

Requests for new eFTP accounts for external users will be made using the existing Third Party Application for Remote Access paper form. This form and the instructions for its use can be found on the MySLO Intranet site at <http://myslo.intra/IT/TechSupport/security/thirdpartyformsandprocedure.htm>. This procedure states that requests for external user access must be approved by the head of the department sponsoring the external agency.

These requests will be vetted and fulfilled by County Security.

Password Resets

Reset requests will be submitted via IT Technical Support who will raise a cSupport ticket. The ticket will be routed to County Security for fulfillment.

System Administration

The IT Server Team has responsibility for the overall administration of the eFTP system including the underlying blade center virtual machine (VM) environment.

Requests for creating, changing and deleting groups, directory hierarchies, and for changing file permissions will be submitted to IT Technical Support. Technical Support will raise a cSupport ticket and route it to the IT Server Team for fulfillment.

File Storage and Maintenance

The primary purpose of the eFTP system is to facilitate the transfer for files between the County and nominated external agencies. Storage space on the system is limited and the system has not been designed to provide long-term file storage or archiving. File sharing and transfers within and between county departments will done using existing capabilities such as file shares where possible.

File repositories on the eFTP system will not be backed up. It is the responsibility of the departmental users to ensure that they maintain relevant master copies of files.

Except for explicitly designated directories, all files will be automatically cleared every 30 days as a minimum.

Existing mechanisms for virus scanning will be implemented on the eFTP system.

Revision and Approval History

| Date | Version | Revised By | Description | Sponsor & Stakeholder Acceptance Date |
|-----------|-----------|------------|---|---|
| 1/31/2011 | Draft 1.0 | Phil Henry | Initial draft | n/a |
| 2/1/2011 | Draft 2.0 | Phil Henry | Revisions incorporating comments from Frank, Kathi and Tom. | n/a |
| 2/3/2011 | Draft 3.0 | Phil Henry | Incorporated changes of team roles and responsibilities following meeting with the relevant IT supervisors. | Gary Hicklin, Sue Hobler Don Stever |
| 2/18/2011 | FINAL 1.0 | Phil Henry | Released and published. | |